SS 44 (Rev. 12/07, NJ 5/08)

CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

I. (a) PLAINTIFFS		DEFENDANT	S ,		
JOHNATHAN HEATI	H BOWMAN	NCO FINANC	NCO FINANCIAL SYSTEMS, INC.		
(b) County of Residence	of First Listed Plaintiff	County of Residence	ce of First Listed Defendant		
(c) Attorney's (Firm Na Craig Thor Kimmel, E	me, Address, Telephone Number and Email Add	NOTE: IN L.	AND CONDEMNATION CASES, U	SE THE LOCATION OF THE	
Kimmel & Silverman,		LA.	ID IN VOLVED.		
30 E. Butler Pike	1.0.	Attorneys (If Known)			
Ambler, PA 19002					
(215) 540-8888		8			
II. BASIS OF JURISI	OICTION (Place an "X" in One Box Only)			(Place an "X" in One Box for Plaintiff	
☐ 1 U.S. Government	2 3 Federal Question	(For Diversity Cases Oal	y) PTF DEF	and One Box for Defendant) PTF DEF	
Plaintiff	(U.S. Government Not a Party)	Citizen of This State	O 1 O 1 Incorporated or Pr of Business In Thi	rincipal Place 🔘 4 🗇 4	
☐ 2 U.S. Government	☐ 4 Diversity	Citizen of Another State	© 2 © 2 Incorporated and	Principal Place Ø 5 Ø 5	
Defendant	(Indicate Citizenship of Parties in Item III)	Cimen or resource outcome	of Business In		
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IV. NATURE OF SUI	T (Place an "X" in One Box Only) TORTS	SE SFORFEITURE/PENALT	Y BEST BANKRUPTCY CO.	SOMEOTHER STATUTES	
☐ 110 Insurance	PERSONAL INJURY PERSONAL INJUR	1	☐ 422 Appeal 28 USC 158	400 State Reapportionment	
2 120 Marine	O 310 Airplane O 362 Personal Injury	☐ 620 Other Food & Drug	🗇 423 Withdrawal	O 410 Antitrust	
☐ 130 Miller Act ☐ 140 Negotiable Instrument	☐ 315 Airplane Product Med. Malpractic Liability ☐ 365 Personal Injury		28 USC 157	430 Banks and Banking 450 Commerce	
150 Recovery of Overpayment			PROPERTY RIGHTS		
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Student Loans	Liability Liability 340 Marine PERSONAL PROPER	TY Safety/Health	☐ 840 Trademark	図 480 Consumer Credit 〇 490 Cable/Sat TV	
(Excl. Veterans)	☐ 345 Marine Product ☐ 370 Other Fraud	☐ 690 Other		810 Selective Service	
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of Veteran's Benefits [7] 160 Stockholders' Suits	☐ 350 Motor Vehicle ☐ 380 Other Personal ☐ 355 Motor Vehicle Property Damage	710 Fair Labor Standards Act	(7) 861 HIA (1395ff) (7) 862 Black Lung (923)	Exchange B75 Customer Challenge	
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O 196 Franchise REAL PROPERTY	lojury CIVITARIGITIS PRISONER PETITIO	& Disclosure Act SE 740 Railway Labor Act	☐ 865 RSI (405(g)) FEDERATITAX SUITS	S91 Agricultural Acts S92 Economic Stabilization Act	
O 210 Land Condemnation	☐ 441 Voting ☐ 510 Motions to Vacat		☐ 870 Taxes (U.S. Plaintiff	35 892 Economic Stabilization Act	
☐ 220 Foreclosure	☐ 442 Employment Sentence	791 Empl. Ret. Inc.	or Defendant)	C 894 Energy Allocation Act	
230 Rent Lease & Ejectment	☐ 443 Housing/ Habeas Corpus:	Security Act	O 871 IRS-Third Party	895 Freedom of Information	
240 Torts to Land 245 Tort Product Liability	Accommodations	IMMIGRATION	26 USC 7609	Act 900Appeal of Fee Determination	
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V. ORIGIN (Place:	ın "X" in One Box Only)			Appeal to District	
	emoved from	Remered and	ensforred from G 6 Multidistr other district G 6 Multidistr ecify) Litigation		
M. CARGE OF ACER	Cite the U.S. Civil Statute under which you at			1	
VI. CAUSE OF ACTION	Brief description of cause: Fair Debt Collection Practices Ac	;t		•	
VII. REQUESTED IN	☐ CHECK IF THIS IS A CLASS ACTION	DEMAND \$	CHECK YES only	if demanded in complaint:	
COMPLAINT:	UNDER F.R.C.P. 23		JURY DEMAND:	Ø Yes ○ No	
VIII. RELATED CASE(S) (See instructions): JUDGE DOCKET NUMBER					
Explanation:		/ /1			
·					
X-XX-1 ///					
DATE SIGNATURE OF ATTORNEY OF RECORD					

UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to be assignment to appropriate calendar.	used by counsel to indicate the category of the case for the purpose of
Address of Plaintim 124 Riverside Road, Conthage	NC 28327
Address of Defendant: 501 Prudential Road Mc	rsham DA 1904L
Place of Accident, Incident or Transaction:	
(Use Reverse Side For Ad	• •
Does this civil action involve a nongovernmental corporate party with any parent corporation ar	
(Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a))	Yes No W
Does this case involve multidistrict litigation possibilities?	Yeso No.
RELATED CASE, IF ANY: Case Number: Judge	Date Terminated:
Civil cases are deemed related when yes is answered to any of the following questions:	
Is this case related to property included in an earlier numbered suit pending or within one year.	ar previously terminated action in this court?
, , ,	YcsO No.
Does this case involve the same issue of fact or grow out of the same transaction as a prior st action in this court?	
action in this court?	YesD No.
3. Does this case involve the validity or infringement of a patent already in suit or any earlier m	1.00
terminated action in this court?	Yes No E
4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil rights	case filed by the same individual?
	Yes No No
CIVIL: (Place ✓ in ONE CATEGORY ONLY)	
A. Federal Question Cases: 1. Indemnity Contract, Marine Contract, and All Other Contracts	B. Diversity Jurisdiction Cases: □ Insurance Contract and Other Contracts
2. © FELA	2. □ Airplane Personal Injury
3. □ Jones Act-Personal Injury	3. □ Assault, Defamation
4. □ Antitrust	4. Marine Personal Injury
5. □ Patent	5. □ Motor Vehicle Personal Injury
6. □ Labor-Management Relations	6. Other Personal Injury (Please
	specify)
7. Civil Rights	7. Products Liability
8. Habeas Corpus	8. Products Liability — Asbestos
9. Securities Act(s) Cases	9. □ All other Diversity Cases
10. □ Social Security Review Cases	(Please specify)
11. De All other Federal Question Cases 15 U.S.C § 1692. (Please specify)	
ARBITRATION CERTI	-
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□ Pursuant to Local Civil Rule 53.2, Section 3(c)(2), that to the best of my knowledge and b	
\$150,000.00 exclusive of interest and costs; Cl. Relief other than monetary damages is spught.	
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DATE OF JOHN CHANGE INCOMME!	<u> </u>
Attorney-at-Law NOTE: A trial de novo will be a trial by jury only if there	Attorney I.D.#
I certify that, to my knowledge, the within case is not related to any case now pending or w	rithin one year previously terminated action in this court
except as noted above.	67.~
DATE STATE Attorney-at-Law	3 1100
CIV. 609 (6/08)	Attorney I.D.#

IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

CASE MANAGEMENT TRACK DESIGNATION FORM

Johnsthan Heath Bowman : CIVIL ACTION				
NCO Francial S	i'ystems Inc.	NO.		
plaintiff shall complete a (filing the complaint and ser side of this form.) In the designation, that defendan the plaintiff and all other p	vil Justice Expense and Delay Recase Management Track Designation of the Case Management and Delay Recase Management that a defendant does not at shall, with its first appearance, suparties, a Case Management Track believes the case should be assigned.	on Form in all civil cases at the ti 1:03 of the plan set forth on the re agree with the plaintiff regarding bmit to the clerk of court and set Designation Form specifying the	ime of everse g said rve on	
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(a) Habeas Corpus - Case	s brought under 28 U.S.C. § 2241	through § 2255.	()	
(b) Social Security – Cases requesting review of a decision of the Secretary of Health and Human Services denying plaintiff Social Security Benefits.				
(c) Arbitration - Cases rec	quired to be designated for arbitrati	on under Local Civil Rule 53.2.	()	
(d) Asbestos - Cases involence exposure to asbestos.	lving claims for personal injury or	property damage from	()	
commonly referred to	Cases that do not fall into tracks (as complex and that need special o side of this form for a detailed ex	r intense management by		
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(f) Standard Management	- Cases that do not fall into any or	ne of the other tracks.	\gg	
2-28-11 Date	rug her Konine! Attorney-at-law	Johnathan Heath	Bowman	
\$15-540-888 <u> </u>	877-788-2864	Kimnelocredit	-Kew. Con	
Telephone	FAY Number	F-Mail Address		

(Civ. 660) 10/02

UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

JOHNATHAN HEATH BOWMAN,

Plaintiff

V.

Case No.:

COMPLAINT AND DEMAND FOR

JURY TRIAL

Defendant

(Unlawful Debt Collection Practices)

COMPLAINT

JOHNATHAN HEATH BOWMAN ("Plaintiff"), by his attorneys, KIMMEL & SILVERMAN, P.C., alleges the following against NCO FINANCIAL SYSTEMS, INC. ("Defendant"):

INTRODUCTION

Plaintiff's Complaint is based on the Fair Debt Collection Practices Act, 15
 U.S.C. § 1692 et seq. ("FDCPA").

JURISDICTION AND VENUE

2. Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), which states that such actions may be brought and heard before "any appropriate United States district court without regard to the amount in controversy," and 28 U.S.C. § 1331 grants this court original jurisdiction of all civil actions arising under the laws of the United States.

- 3. Defendant conducts business and has an office in the Commonwealth of Pennsylvania and therefore, personal jurisdiction is established.
 - 4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).
 - 5. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.

PARTIES

- 6. Plaintiff is a natural person residing in Carthage, North Carolina, 28327.
- 7. Plaintiff is a "consumer" as that term is defined by 15 U.S.C. § 1692a(3).
- 8. Defendant is a national debt collection company with corporate headquarters located at 507 Prudential Road in Horsham, Pennsylvania, 19044.
- Defendant is a "debt collector" as that term is defined by 15 U.S.C. § 1692a(6),
 and repeatedly contacted Plaintiff in an attempt to collect a debt.
- 10. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

PRELIMINARY STATEMENT

11. The Fair Debt Collection Practices Act ("FDCPA") is a comprehensive statute, which prohibits a catalog of activities in connection with the collection of debts by third parties.

See 15 U.S.C. § 1692 et seq. The FDCPA imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and provides for specific consumer rights. 15 U.S.C. § 1692k. The operative provisions of the FDCPA declare certain rights to be provided to or claimed by debtors, forbid deceitful and

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 misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.

- 12. In particular, the FDCPA broadly enumerates several practices considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a "debt collector may not engage in any conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt." 15 U.S.C. § 1692d. Second, a "debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt." 15 U.S.C. § 1692e. And third, a "debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt." 15 U.S.C. § 1692f. The FDCPA is designed to protect consumers from unscrupulous collectors, whether or not there exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which harasses, oppresses or abuses any debtor, and any false, deceptive or misleading statements in connection with the collection of a debt.
- 13. In enacting the FDCPA, the United States Congress found that "[t]here is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors," which "contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy." 15 U.S.C. § 1692a. Congress additionally found existing laws and procedures for redressing debt collection injuries to be inadequate to protect consumers. 15 U.S.C. § 1692b.
- 14. Congress enacted the FDCPA to regulate the collection of consumer debts by debt collectors. The express purposes of the FDCPA are to "eliminate abusive debt collection practices by debt collectors, to insure that debt collectors who refrain from using abusive debt

to protect consumers against debt collection abuses." 15 U.S.C. § 1692e.

FACTUAL ALLEGATIONS

- 15. At all relevant times, Defendant was attempting to collect an alleged student loan debt from Plaintiff.
- 16. The alleged debt at issue arose out of transactions, which were primarily for personal, family, or household purposes.
- 17. Beginning on or around February of 2010, Defendant, its agents, employees, and servants, engaged in debt collection activities seeking payment from Plaintiff.
- 18. Defendant and its employees harassed Plaintiff by making continuous calls to his home telephone number.
- 19. Plaintiff received phone calls and voice messages from Defendant on a number of occasions from the following phone number (866) 671-7231. The undersigned has confirmed that the number belongs to Defendant.
- 20. Defendant initially informed Plaintiff that he owed an alleged student debt, but would not tell Plaintiff the exact amount that was owed.
- 21. Plaintiff 's student loan balance was upon information and belief, \$1,100 but Defendant sough almost \$6,000..
- 22. Defendant's failure to tell Plaintiff the exact amount of the debt it was trying to collect made it difficult for Plaintiff to determine if he in fact owed the alleged debt and if the alleged debt was correctly calculated.
 - 23. Plaintiff was told that unless he agreed to the payment program Defendant would

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demand more money ruin his credit report.

- 24. Defendant also informed Plaintiff that unless he agreed to the payment plan charges would be filed against him.
- 25. Plaintiff fearing that he would be obligated to pay more money and possibly end up in court reluctantly agreed to enter into a payment plan.
- 26. In April of 2010, Defendant put Plaintiff on an automatic payment plan, where \$70.00 a month would be taken from Plaintiff's bank account.
- 27. Defendant informed Plaintiff that it would continue taking \$70.00 a month for nine (9) to twelve (12) months. After that time Defendant would unfreeze Plaintiff's credit report.
- 28. To date, Defendant continues to remove \$70.00 a month from Plaintiff's bank account.
- 29. To date, despite threats to the contrary, Defendant has not filed a lawsuit or taken other legal action against Plaintiff thereby indicating it did not intend to take the action previously threatened.
- 30. After the initial communication with Defendant back in February of 2010, Plaintiff has still not received a letter notifying him of is rights and privileges under the law, specifically the right to dispute and/or request verification of the alleged debt.
- 31. Upon information and belief, Defendant sought to collect a debt from Plaintiff despite the fact that it had no knowledge of its validity.
- 32. Defendant's actions in attempting to collect the alleged debt were harassing, abusive and highly deceptive.

- 33. The FDCPA is a strict liability statute. Taylor v. Perrin, Landry, deLaunay & Durand, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer need not show intentional conduct by the debt collector to be entitled to damages." Russell v. Equifax A.R.S., 74 F. 3d 30 (2d Cir. 1996); see also Gearing v. Check Brokerage Corp., 233 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status violated FDCPA); Clomon v. Jackson, 988 F. 2d 1314 (2d Cir. 1993).
- 34. The FDCPA is a remedial statute, and therefore must be construed liberally in favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit & Collection Services, Inc., 460 F. 3d 1162 (9th Cir. 2006). "Because the FDCPA, like the Truth in Lending Act (TILA) 15 U.S.C §1601 et seq., is a remedial statute, it should be construed liberally in favor of the consumer." Johnson v. Riddle, 305 F. 3d 1107 (10th Cir. 2002).
- 35. The FDCPA is to be interpreted in accordance with the "least sophisticated" consumer standard. See Jeter v. Credit Bureau, Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano v. Harrison, 950 F. 2d 107 (3rd Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc., 869 F.2d 1222 (9th Cir. 1988). The FDCPA was not "made for the protection of experts, but for the public that vast multitude which includes the ignorant, the unthinking, and the credulous, and the fact that a false statement may be obviously false to those who are trained and experienced does not change its character, nor take away its power to deceive others less experienced." Id. The least sophisticated consumer standard serves a dual purpose in that it ensures protection of all consumers, even naive and trusting, against deceptive collection

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practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of collection notices. <u>Clomon</u>, 988 F. 2d at 1318.

COUNT I DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

- 36. In its actions to collect a disputed debt, Defendant violated the FDCPA in one or more of the following ways:
 - a. Defendant violated of the FDCPA generally;
 - Defendant violated § 1692d of the FDCPA by harassing Plaintiff in connection with the collection of an alleged debt;
 - c. Defendant violated § 1692d(5) of the FDCPA, when it caused the Plaintiff's telephone to ring repeatedly or continuously with the intent to harass, annoy or abuse Plaintiff;
 - d. Defendant violated § 1692e of the FDCPA by using false, deceptive, or misleading representations or means in connection with the collection of a debt;
 - e. Defendant violated § 1692e(10) of the FDCPA by using false representations or deceptive means to collect or attempt to collect a debt;
 - f. Defendant violated § 1692f of the FDCPA by using unfair and unconscionable means with Plaintiff to collect or attempt to collect a debt;
 - g. Defendant violated § 1692g of the FDCPA by failing to send written notification, within five (5) days after its initial communication with Plaintiff, advising Plaintiff of her rights to dispute the debt or request verification of the

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debt;

h. Defendant acted in an otherwise deceptive, unfair and unconscionable manner and failed to comply with the FDCPA.

WHEREFORE, Plaintiff, JOHNATHAN HEATH BOWMAN, respectfully pray for a judgment as follows:

- a. All actual compensatory damages suffered pursuant to 15 U.S.C. § 1692k(a)(1);
- b. Statutor y damages of \$1,000.00 for the violation of the FDCPA pursuant to 15 U.S.C. § 1692k(a)(2)(A);
- c. All reasonable attorneys' fees, witness fees, court costs and other litigation costs incurred by Plaintiff pursuant to 15 U.S.C. § 1693k(a)(3); and
- d. Any other relief deemed appropriate by this Honorable Court.

DEMAND FOR JURY TRIAL

PLEASE TAKE NOTICE that Plaintiff, JOHNATHAN HEATH BOWMAN, demands a jury trial in this case.

DATED: 2-28-11

RESPECTFULAY SUBMITTED,

KIMMEL & SILVERMAN, P.C..

By:

Craig Thor Kimmel
Attorney ID # 57100
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Ambler, PA 19002

Phone: (215) 540-8888 Fax: (877) 788-2864

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